

**SHHH Mobile Phone Survey
for Users of Hearing Aids and Cochlear Implants**
(Conducted 9/4/02-9/10/02 on the SHHH web site at <http://www.shhh.org/>)

**Selected Comments from Survey Respondents
Submitted 9/12/02**

The names of respondents have been removed to protect their privacy. Spelling errors were corrected. SHHH does not endorse any products or services. Mentions of specific products were provided by individuals, do not represent the opinion of SHHH, and may not apply to other individuals with hearing loss.

My phone was provided for me and it worked the first time through. I've tried others and they didn't work at all. I've felt fortunate to have one that works as well as this one does. I often find interference due to electronic items I may be near so I walk away from those items to improve the condition. 6489320 2002-09-09 14:11:00

I wear only one hearing aid as I have a profound hearing loss in my other ear. My family felt I needed a cell phone for emergencies. I do quite well with it. 55154077 2002-09-09 14:10:00

Mobile phone was bought by "hearing" husband, but works fine for me with T.Switch 65227651 2002-09-08 20:08:00

I really like my cell phone but it is difficult to hear in noisy areas so it limits my use. I have been trying for a long time to find a headset I could use with the T-coil but no one has been of much help since most people are not informed about hearing aid users and the need we have. I hope this survey will do a lot in letting more companies know our concerns. 75722774 2002-09-09 08:02:00

When first picking up or calling out on the V60i there is a piercing loud sound, which will eventually go away. I find I have to resort to regular hearing aid microphone many times (which is ok) then if that doesn't sound clear, then I will put on the speakerphone so others can help me understand. 64955404 2002-09-08 08:23:00

The original phone provided was not satisfactory. I called them and informed them that I used hearing aids. I had to purchase another phone in order to get one compatible with my hearing aids. It was an additional \$100. 40318400 2002-09-09 20:23:00

I have been trying to try a cell phone for quite some time but cannot find ANYONE who will even let me test hearing on one. They all tell me they don't know or please sign up for a plan and buy this attachment and then if it doesn't work they will refund. I am totally frustrated and would willingly try a number of phones in a test store just to find out if there is one I can possible use. When I pick up a friend's phone I hear nothing. I would need to use the telecoil for a digital phone. 38271711 2002-09-09 20:05:00

I don't want to have to buy accessories in order to use the phone. 2907734 2002-09-09 21:13:00

Very dissatisfied with use but it's the only one that has allowed me any understanding when used. 30727358 2002-09-08 22:28:00

16: For most desirable usage, I must plug in the HATIS to the phone jack, hook it between my hearing aid and my head then put the aid on the T-switch. When I make the call, it is not a problem, but if the phone rings (provided I hear it, or feel the itty-bitty vibrator in time to answer), I must tell the caller to hold a minute and hook it all up and get situated, which can take me a minute to two before I start to talk. Cell phones are monitored by minutes of usage so I waste some of that precious time to hear the conversation. (If it is quiet, I can sometimes just use my aid to hear normally) 319945 2002-09-05 18:26:00

I have been very frustrated with the prospect of purchasing and using a cell (analog or digital) phone. I have entered numerous cell phone businesses and asked if they are familiar with or sell the accessories that would make a cell phone accessible to me as a hearing aid user. My experience has been that the salespersons have little to no knowledge or experience in this area and that the business does not sell neck loops in conjunction with their cell phones. My feeling is that I refuse to purchase a cell phone and commit to a phone plan without the opportunity to test the phone with a neckloop first. I am still in a "no-win" situation with cell phones. 47067035 2002-09-10 07:28:00

I use my mobile phone to keep my office and children aware of my location. I can speak on it, but not hear. In actual fact, I am able to discern two words over the cell phone: "affirmative" and "negative". As long as I keep control of the conversation, and ask questions that can be answered with either of these two words, I can "communicate" over the cell phone. However, analog cell phone service is so bad, that the above works only with digital service. Therefore, I must wait for a digital signal, or force the phone into digital mode before I can use it. As you can tell from the above, I am not able to use the phone for incoming calls to me, rather only for outgoing calls to either my children or office. Thank you for asking 93557570 2002-09-10 07:19:00

Because mobile phones are a) expensive, b) hard to find and c) mostly incompatible I only use my mobile phone for Emergency (i.e. 911, travel problems) and ONLY call my mom because she's the only one I can understand on it. I don't give out the mobile number to anyone because I cannot understand the voice mail, the prompts, or any other voice on the voice mail/normal phone features. I bought the pocket VCO thing for the phone but it's not really usable because of the small speakerphone so there's no room to leave it on there and speak at the same time. I wish there was cheap alternative and to date Wyndtell RIM 950 is the only thing that serves all needs but doesn't have a great deal of coverage.... 5298884 2002-09-09 23:54:00

As a medical professional traveling to different facilities and to patients home, I must be able to utilize the mobile phone in order to perform my job and be proficient. I lost one job because of not having access to a compatible phone. I also feel safe having a phone for an emergency since I am a female and travel alone. I don't use the phone for leisure talk as my phone is somewhat annoying to use. I find it shameful that professionals like me have to struggle to stay competitive along with other workers. Talk about adding more stress in our life when we can't communicate

with others in a consistent manner. Thus, a mobile phone is essential. Also, the accessories required for the phone, i.e., loop, vibrating/additional battery for the vibration, lighted phone, phone holder onto my body to feel the vibration, etc. all add up to additional expenses that the average mobile phone user does not have to expend on. They get their phone free. Teen-agers can afford a phone much easier perhaps than an average hard of hearing person could afford. Thank you for this survey. 46044054 2002-09-05 07:32:00

It is getting EXTREMELY difficult as far as being able to rely on being able to access phones outside my home...it has become MUCH more likely I will be stranded or rely on assistance from a stranger willing to help out...including at the homes of my children...the only phones they have now are wireless. ARGGHHHH!!! 55184035 2002-09-09 20:53:00

if they can't be made usable, then they should be labeled as non usable with H/As 87244681 2002-09-09 15:47:00

We should not have to put up with: - inability to try phone before buying - having to buy extra equipment to use phone - not being able to participate in plan promotion like everyone else because phone offered is not compatible. 70158565 2002-09-09 09:44:00

Due to limited income, cannot afford mobile phone for the hard of hearing. I really need this, as I travel within the state of Arizona...very few emergency phones on freeways. Also, I often drive in the evenings, and need one for emergency purposes. So far, I can "get by"...without the hearing aids, but never hear it ring, even with volume turned up, and with my hearing aids up. Thanks for the opportunity to sound off on the subject. Hope we can make the amplified cell phones affordable! 53035371 2002-09-09 17:25:00

Using the business cell phone, which is the Nokia with the loopset is a hassle to set up and answer the call. Usually, I will miss the call and have to call back. Although, my husband's cell phone, which is Motorola V Star 8160 (analog), is hearing aid compatible and requires no loopset attachment, is clear and convenient to use. Personally, I prefer the quick and accessible phone rather than trying to arrange/setting up the phone which takes time and is a hassle. 69105872 64.163.112.251 2002-09-09 12:26:00

It annoys me that in order to use some types of cell phones, I need to purchase additional accessories which may also require batteries to operate, and this adds to the costs of using such phones, or your choices are limited to very few that can be modified, which may sacrifice other features you would want to have, like two way alphanumeric text paging. (for example, the Nokia loopset uses three hearing aid batteries and the built in mike faces away from the wearer's voice and you are limited to certain model phones to use this with, so that the features you want in a phone may not be compatible with the adaptive loopset; if you also have fluctuating hearing which requires coupling cell phones to a TTY you have to buy another modified tty or an RJ11 interface which adds to the costs. In addition, when you have a hearing loss, calls tend to take longer but the billing rates do not adjust for this need to repeat, or type conveyed messages via TTY through the cell network. In addition, when someone visits a cell phone kiosk or store, they have the chance to 'test' working phones, but the sales rep does not know which phones are telecoil equipped, have no clue what a telecoil or DAI is about, let alone a HATIS or Loopset

etc. Often the consumer has no choice to evaluate any product for features that they want, because they cannot try out the phones they are interested in. Universal Access standards need to be imposed on phones to widen the selection and decrease the costs associated with providing access features to those who need them. 43514976 2002-09-09 12:13:00

I spent an extra \$85 dollars or so for an audio loop to use with the cell phone I was using-and it still had too much interference. By interference, I'm assuming you mean loud static-that is what I hear. 86203356 2002-09-08 22:03:00

Will use cell phone in quietest place I can find and only for emergencies. 59274 2002-09-09 20:40:00

a stronger voice coil output would help a great deal 2866263 2002-09-07 21:37:00
(Clarification from SHHH: "voice coil" refers to the hearing aid compatibility of the phone, and strengthening this would make it easier to use hearing aids with the phone and to hear well on the phone)

I use the Motorola T2288 with a GSM provider directly over my Clarion 1.2 implant (which does not provide a telecoil setting). Sometimes there is not too much interference and I can use the phone. But often there is so much interference that I cannot use the phone at all. I was forced to try over a dozen mobile phones from friends (because stores do not permit to use the phones before buying them) before I found one that I could use at all. Unfortunately, I signed a 1-year contract with my first provider but I could not use their service at all (due to interference), so I ended up paying for two months of service in order to cancel the 1-year contract (they said it was the best they could do...). With my current provider things are better but I am never sure how much interference I will have in the next call I receive or make. And I need the phone for my job! Something has to be done to end the interference of GSM phones, and the mobile phone manufacturers are the ones who should do it. I am sure there is a way to shield the mobile phones. Telecoils are not a solution at all, we cannot just change our implants. SHHH, thanks for your efforts. FCC should have enacted an appropriate law years ago... It's a shame that so much effort is required for something like this... 82389780 2002-09-07 18:22:00

The indifference of the wireless industry to the needs of users with hearing aids with regard to their digital phones is shocking. Also disgusting--until I am forced, kicking and screaming, to use a digital, I'll stay with my analog. With a rapidly growing population of hearing impaired people, their indifference, if not outright hostility, is appalling. 7376929 2002-09-08 14:19:00